



Position Description

Title	Director, Permanent Supportive Housing
Reports to	Chief Program Officer
Location	Bldg. 116
Type	Exempt, Full-time
Pay Rate	BE&E (Based on Experience and Education)

How this position supports our Mission:

The Permanent Supportive Housing (PSH) Director oversees all Program related functions for Permanent Supportive Housing. The Director is responsible for supervising staff who provide both the direct and indirect delivery of services and service partner relationships. Leadership in the objectives of Housing First, Harm Reduction and Recovery Oriented Practices essential.

Responsibilities

- Oversees the Permanent Supportive Housing Programs to meet the outcomes required in Service Agreements and the goals of New Directions. Collects and reviews employee data at least monthly, compiles reports on performance and program accomplishments for private and public sources of funding. Conducts quarterly and annual service delivery outcomes, evaluations and reports.
- Supervises, manages and leads the Permanent Supportive Housing team currently comprised of 3 PSH Program Managers and the SSVF Program Manager. Growth is expected in the number of PSH sites providing services in the next 2 years.
- Reviews and develops work plans, work schedules, and areas of responsibility for Program Managers; oversees time records; directs Program Managers in planning each phase of the program. Assists Program Managers in monitoring client/staff interaction to ensure the quality of services provided, including the use of coaching approaches, motivational interviewing and client empowerment strategies.
- Oversees the development of programming related to individualized treatment plans for residents and monitors program managers' supervision of case managers and resident services coordinators to insure resident's progress in achieving goals. Implements a system for client feedback and incorporates feedback into program design and service delivery.
- Overall responsibility for insuring program files and documentation is audit-ready and in compliance with Best Practices and California State Law, including requirements for HIPPA.
- Coordinates with the Chief Program Officer and Chief Financial Officer to manage department budget and program expenditures.
- Together with the Chief Strategy Officer and Chief program Officer builds strong partnerships with the Veterans Administration, housing partners and service provider to connect NDVets to the larger community of homeless service providers.
- Conducts bi-monthly meetings with management staff and arranges for professional development opportunities.
- Other duties as assigned.

Required Skills

- 5 years of cumulative experience in supportive housing with knowledge of the homeless service system plus 3 years of supervisory experience leading and developing teams.
- Knowledgeable in MH, Dual-Diagnosis and Substance Abuse issues, therapeutic interventions,

empowerment models of client engagement including motivational interviewing and coaching.

- Excellent verbal and written communications skills with the ability to think strategically and plan accordingly. Well organized and detail oriented.
- Excellent relational skills, cultural competency and the ability to engage a diverse community of people.
- Strong technology skills, proficient in Microsoft Office, HMIS and other system software.

Education

- Master's Degree in social work or management strongly preferred; educational background should include Clinical or Social Work Background.

Other Requirements

- Provide Employment Eligibility Verification.
- Complete a background screen and drug test.
- Possess a valid California Driver's License and evidence of insurance coverage.
- Provide annual evidence of tuberculosis test.
- Complete bi-annual CPR Training.

Work Environment and Physical Demands

- The employee may be in contact with individuals and families in crisis who may be ill, using alcohol and drugs, and who may not be attentive to basic personal hygiene, health and safety practices. The employee may experience a number of unpleasant sensory demands associated with the client's use of alcohol and drugs, and lack of personal hygiene. The employee must be ready to respond quickly and effectively to many types of situations, including crisis situations and potentially hostile situations.
- The noise level in the work environment is usually moderate in an office setting. Sometimes work may become stressful when working under pressure.
- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- This is sedentary work in an office setting. While performing the duties of this job, the employee is frequently required to stand, sit, walk, stoop, talk, hear, reach above and below shoulders; use hand and finger dexterity, keyboarding and making and receiving telephone calls. The employee may be required on occasion to lift and or carry up to 20 lbs.
- Occasionally the employee will be required to perform work out of the office meeting staff and/or clients at permanent supportive housing facilities.